

# Town of North Hempstead Service Requests via 311 - by Community

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days
MANHASSET	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	0
		Street Lighting District		1	0
	Department of Public Works			1	0
MANHASSET				1	0
great neck	Project Independence	Project Independence	PI - Financial Assistance	1	0
			PI - Health and Mental Health	4	0
		Project Independence		5	0
	Project Independence			5	0
great neck				5	0
new hyde park	Project Independence	Project Independence	PI - Transportation/Mobility Mgmt Info	1	0
		Project Independence		1	0
	Project Independence			1	0
new hyde park				1	0
port washington	Project Independence	Project Independence	PI - Health and Mental Health	2	0
			PI - Miscellaneous	1	0
		Project Independence		3	0
	Project Independence			3	0
port washington				3	0
port washington	Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	1	0
		Supervisor's Office		1	0
	Supervisor's Office			1	0
port washington				1	0
roslyn	Project Independence	Project Independence	PI - Health and Mental Health	5	0
		Project Independence		5	0
	Project Independence			5	0
roslyn				5	0
roslyn heights	Department of Public Safety	Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	0
		Parking Enforcement		1	0
	Department of Public Safety			1	0
roslyn heights				1	0
williston park	Department of Public Safety	Animal Shelter	Animal Sh - Menacing or Harrassing Dog	1	0
		Animal Shelter		1	0
	Department of Public Safety			1	0
williston park				1	0
GREAT NECK	Project Independence	Project Independence	PI - Health and Mental Health	3	0
		Project Independence		3	0
	Project Independence			3	0
GREAT NECK				3	0
ALBERTSON	Adminstrative Services	Adminstrative Services	Adm Svc - Green Team	1	7.0
		Adminstrative Services		1	7.0
	Adminstrative Services			1	7.0

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City	Department Description	Group Description	Type Description	Count	Response Days	
ALBERTSON	Department of Public Safety	Animal Shelter	Animal Sh - Barking Dog	1	14.0	
			Animal Sh - Dog Defecation	1	12.0	
			Animal Sh - Menacing or Harrassing Dog	1	19.0	
		Animal Shelter			3	15.0
		Cat Shelter	Cat Shelter - Feral Cats	2	0	
		Cat Shelter			2	0
		Code Enforcement	Code - Fence	1	23.0	
			Code - Miscellaneous	1	0	
			Code - Overgrown Vegetation	3	3.7	
			Code - Property Maintenance	4	1.5	
			Code - Water Flow / Accumulation	1	0	
		Code Enforcement			10	4.0
		Department of Public Safety			15	5.7
		Department of Public Works	Highway Department	Hwy - Bee's Nest Removal	1	1.0
	Hwy - Catch Basin			3	1.0	
	Hwy - Curb Repair			1	0	
	Hwy - From Transfer			1	1.0	
	Hwy - Manhole Repair			3	0	
	Hwy - Miscellaneous			3	1.3	
	Hwy - Pothole			1	1.0	
	Hwy - Sprinkler Damage			1	0	
	Hwy - Street Drainage / Flooding			4	0.2	
	Hwy - Street Sign - Repair / Replace			4	5.8	
	Hwy - Tree Branch / Debris Pickup			2	0.5	
	Hwy - Tree Planting			1	0	
	Hwy - Tree Stump Removal			4	1.0	
	Hwy - Tree Trimming / Removal Inspection			9	3.1	
	Highway Department			38	1.8	
	Street Lighting District		Street Light - Cycles On / Off	1	7.0	
			Street Light - Light Out (Single)	11	3.5	
			Street Light - Lights Out (Multiple)	4	1.5	
			Street Light - Mark Out	3	3.7	
			Street Light - On During Day	3	4.7	
	Street Lighting District			22	3.5	
	Department of Public Works			60	2.4	
	Human Resources and Finance	Human Resources and Finance	HR - ADA Compliance	1	4.0	
		Human Resources and Finance			1	4.0
	Human Resources and Finance			1	4.0	

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City	Department Description	Group Description	Type Description	Count	Response Days
ALBERTSON	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0
		Inter Municipal Affairs		1	0
	Inter Municipal Affairs			1	0
	Planning and Building Department	Building Department	Bldg - Application Status	4	4.5
			Bldg - From Transfer	1	0
			Bldg - Illegal Housing	1	0
			Bldg - Suspect Work Without a Permit	1	0
		Building Department		7	2.6
		Planning and Building Department			7
	Project Independence	Project Independence	PI - Call Back Request	3	1.0
			PI - Health and Mental Health	1	0
			PI - Household Maintenance	3	5.3
			PI - Membership Registration	3	0
			PI - Miscellaneous	3	2.0
			PI - Program Registration	1	0
			PI - Taxi Service	39	0
			PI - Taxi Service Cancellation	3	0
			PI - Transportation/Mobility Mgmt Info	1	0
		Project Independence		57	0.4
	Project Independence			57	0.4
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	5	0
		Solid Waste Management		5	0
		Sustainability Department	SWMA - Compost	1	6.0
			SWMA - Rain Barrel	1	6.0
	Sustainability Department		2	6.0	
	Solid Waste Management			7	1.7
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	1	0
		311 Call Center		1	0
		Supervisor's Office	SupV - Airplane	14	0
			SupV - Thank You from Constituent	1	0
	Supervisor's Office		15	0	
	Supervisor's Office			16	0
ALBERTSON				165	1.8
Albertson	Department of Public Safety	Code Enforcement	Code - Miscellaneous	1	0
		Code Enforcement		1	0
	Department of Public Safety			1	0
Albertson				1	0

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City	Department Description	Group Description	Type Description	Count	Response Days	
BAXTER ESTATES	Project Independence	Project Independence	PI - Health and Mental Health	1	0	
			PI - Taxi Service	10	0	
		Project Independence			11	0
	Project Independence			11	0	
	Solid Waste Management	Sustainability Department	SWMA - Compost	1	0	
		Sustainability Department			1	0
	Solid Waste Management			1	0	
BAXTER ESTATES				12	0	
CARL PLACE	Department of Public Works	Highway Department	Hwy - Catch Basin	1	2.0	
			Hwy - Street Drainage / Flooding	1	0	
		Highway Department			2	1.0
	Department of Public Works			2	1.0	
CARL PLACE				2	1.0	
CARLE PL	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	3.0	
		Street Lighting District			1	3.0
	Department of Public Works			1	3.0	
CARLE PL				1	3.0	
CARLE PLACE	Department of Public Safety	Code Enforcement	Code - Fence	2	0.5	
			Code - Noise	1	0	
			Code - Overgrown Vegetation	3	9.0	
			Code - Property Maintenance	2	7.0	
			Code - Signs	1	8.0	
		Code Enforcement			9	5.6
	Department of Public Safety			9	5.6	
	Department of Public Works	Department of Public Works	DPW - Road Project	5	0	
			Department of Public Works			5
		Highway Department	Hwy - Catch Basin	8	3.2	
			Hwy - Curb Repair	4	0.2	
			Hwy - Grass Cut / Mow	1	13.0	
			Hwy - Miscellaneous	5	1.0	
			Hwy - Sprinkler Damage	1	0	
			Hwy - Street Drainage / Flooding	20	0.9	
			Hwy - Street Painting	1	0	
			Hwy - Street Sign - Repair / Replace	3	0.3	
Hwy - Street Sweeping / Cleaning			1	4.0		
Hwy - Tree Branch / Debris Pickup	3	5.0				
Hwy - Tree Planting	3	0				

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City	Department Description	Group Description	Type Description	Count	Response Days	
CARLE PLACE	Department of Public Works	Highway Department	Hwy - Tree Stump Removal	2	0	
			Hwy - Tree Trimming / Removal Inspection	10	0.5	
		Highway Department			62	1.4
		Street Lighting District	Street Light - Cycles On / Off	2	9.0	
			Street Light - Light Out (Single)	14	6.1	
			Street Light - Lights Out (Multiple)	10	8.2	
			Street Light - Mark Out	7	5.9	
			Street Light - On During Day	4	14.2	
			Street Light - Pole Problem	2	0	
			Street Lighting District			39
		Department of Public Works			106	3.5
		Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	0
				OIC - Inter Municipal SR	1	5.0
	Inter Municipal Affairs			2	2.5	
	Inter Municipal Affairs			2	2.5	
	Planning and Building Department	Building Department	Bldg - Application Status	4	1.5	
			Bldg - Certificate Status	1	0	
			Bldg - Illegal Housing	2	0	
			Bldg - Inspection Request	1	2.0	
		Building Department			8	1.0
	Planning and Building Department			8	1.0	
	Project Independence	Project Independence	PI - Health and Mental Health	1	0	
			PI - Household Maintenance	1	4.0	
			PI - Taxi Service	3	0	
		Project Independence			5	0.8
	Project Independence			5	0.8	
	Solid Waste Management	Sustainability Department	SWMA - Rain Barrel	1	1.0	
			Sustainability Department			1
		Solid Waste Management			1	1.0
	Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	1	0	
		Supervisor's Office			1	0
		Supervisor's Office			1	0
				132	3.3	
COPIAGUE	Project Independence	Project Independence	PI - Miscellaneous	1	0	
		Project Independence			1	0
	Project Independence			1	0	
COPIAGUE				1	0	

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City	Department Description	Group Description	Type Description	Count	Response Days
CORAM	Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	1	0
		Supervisor's Office		1	0
	Supervisor's Office			1	0
	CORAM			1	0
E WILLISON	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	0
		Highway Department		1	0
	Department of Public Works			1	0
E WILLISON				1	0
E WILLISTON	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	0
		Highway Department		1	0
	Department of Public Works			1	0
E WILLISTON				1	0
EAST HILLS	Department of Public Works	Highway Department	Hwy - Pothole	1	1.0
			Hwy - Street Drainage / Flooding	1	1.0
		Highway Department		2	1.0
		Department of Public Works			2
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	2	2.5
		Inter Municipal Affairs		2	2.5
	Inter Municipal Affairs			2	2.5
	Project Independence	Project Independence	PI - Call Back Request	1	0
			PI - Household Maintenance	3	2.7
			PI - Membership Registration	1	0
			PI - Taxi Service	22	0
			PI - Taxi Service Cancellation	1	0
			PI - Transportation/Mobility Mgmt Info	4	0.2
		Project Independence		32	0.3
	Project Independence			32	0.3
	Supervisor's Office	Supervisor's Office	SupV - Airplane	13	0
			SupV - Helicopter	2	0
		Supervisor's Office		15	0
	Supervisor's Office			15	0
EAST HILLS				51	0.3
EAST NORTHPORT	Department of Public Safety	Animal Shelter	Animal Sh - Dead Dog Pickup	1	0
		Animal Shelter		1	0
	Department of Public Safety			1	0
EAST NORTHPORT				1	0
EAST WILLISTON	Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup	1	1.0
		Highway Department		1	1.0
	Department of Public Works			1	1.0

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EAST WILLISTON	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	2	0
			OIC - Inter Municipal SR	3	0.7
		Inter Municipal Affairs		5	0.4
		Inter Municipal Affairs		5	0.4
	Project Independence	Project Independence	PI - Call Back Request	2	2.5
			PI - Health and Mental Health	3	3.0
			PI - NORC SR	1	0
			PI - Taxi Service	6	0
			PI - Taxi Service Cancellation	1	0
			Project Independence		13
		Project Independence		13	1.1
	Supervisor's Office	Supervisor's Office	SupV - Airplane	7	0
			SupV - Thank You from Constituent	2	0
		Supervisor's Office		9	0
	Supervisor's Office		9	0	
EAST WILLISTON				28	0.6
FLORAL PARK	Project Independence	Project Independence	PI - Food and Hunger	1	3.0
			PI - Health and Mental Health	1	4.0
			PI - Household Maintenance	1	2.0
			PI - Miscellaneous	1	0
			PI - Taxi Service	18	0
		Project Independence		22	0.4
	Project Independence		22	0.4	
FLORAL PARK				22	0.4
FLORAL PARK CEN	Department of Public Safety	Code Enforcement	Code - Overgrown Vegetation	1	1.0
			Code - Property Maintenance	1	1.0
		Code Enforcement		2	1.0
	Department of Public Safety		2	1.0	
FLORAL PARK CEN				2	1.0
FLORAL PARK CENTRE	Department of Public Safety	Code Enforcement	Code - Overgrown Vegetation	2	8.5
			Code - Property Maintenance	2	0
		Code Enforcement		4	4.2
	Department of Public Safety		4	4.2	
	Department of Public Works	Highway Department	Hwy - Curb Repair	1	0
			Hwy - Tree Planting	1	0
			Hwy - Tree Stump Removal	1	0
			Hwy - Tree Trimming / Removal Inspection	1	6.0
Highway Department		4	1.5		

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City	Department Description	Group Description	Type Description	Count	Response Days
FLORAL PARK CENTRE	Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	2	8.0
		Street Lighting District		2	8.0
		Department of Public Works		6	3.7
	Project Independence	Project Independence	PI - Caregiver Support	1	1.0
			PI - Membership Registration	1	0
		Project Independence		2	0.5
		Project Independence		2	0.5
	FLORAL PARK CENTRE			12	3.3
FLOWER HILL	Project Independence	Project Independence	PI - Health and Mental Health	1	0
			PI - Taxi Service	10	0
		Project Independence		11	0
	Project Independence		11	0	
	Supervisor's Office	Supervisor's Office	SupV - Helicopter	5	0
		Supervisor's Office		5	0
	Supervisor's Office		5	0	
FLOWER HILL			16	0	
FLUSHING	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	1.0
		Animal Shelter		1	1.0
	Department of Public Safety		1	1.0	
FLUSHING			1	1.0	
GARDEN CITY	Department of Public Works	Street Lighting District	Street Light - Mark Out	2	3.0
		Street Lighting District		2	3.0
	Department of Public Works		2	3.0	
	Project Independence	Project Independence	PI - Taxi Service	4	0
		Project Independence		4	0
	Project Independence		4	0	
GARDEN CITY			6	1.0	
GARDEN CITY PARK	Community Services	Community Services	CommSvc - Bus Pickup Cancel	1	0
		Community Services		1	0
	Community Services		1	0	
	Department of Public Safety	Animal Shelter	Animal Sh - Menacing or Harrassing Dog	2	10.5
		Animal Shelter		2	10.5
		Cat Shelter	Cat Shelter - Feral Cats	2	0
		Cat Shelter		2	0
		Code Enforcement	Code - Court	1	0
			Code - Dumpster	1	22.0
			Code - Handicap Parking	1	6.0
			Code - Miscellaneous	3	1.3
			Code - No Plates / Inoperable Vehicle	1	4.0
	Code - Noise		2	3.0	
Code - Overgrown Vegetation	3		6.7		



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City	Department Description	Group Description	Type Description	Count	Response Days	
GARDEN CITY PARK	Department of Public Safety	Code Enforcement	Code - Property Maintenance	2	4.0	
			Code - Water Flow / Accumulation	1	0	
		Code Enforcement			15	4.7
		Parking Enforcement	Prkg Enfrc - Commercial Parking	1	0	
			Prkg Enfrc - Parking Violations Complaint	2	7.0	
		Parking Enforcement			3	4.7
		Department of Public Safety			22	4.8
	Department of Public Works	Highway Department	Hwy - Catch Basin	1	0	
			Hwy - Curb Repair	2	4.0	
			Hwy - Dead Animal Pickup	1	3.0	
			Hwy - Miscellaneous	1	0	
			Hwy - Pothole	1	11.0	
			Hwy - Street Drainage / Flooding	5	0.4	
			Hwy - Street Sign - New Request	4	0	
			Hwy - Street Sign - Remove	1	0	
			Hwy - Street Sign - Repair / Replace	6	5.0	
			Hwy - Street Sweeping / Cleaning	3	1.0	
			Hwy - Tree Branch / Debris Pickup	3	1.0	
			Hwy - Tree Fallen - Emergency	1	0	
			Hwy - Tree Stump Removal	2	0	
			Hwy - Tree Trimming / Removal Inspection	12	4.2	
		Highway Department			43	2.6
		Street Lighting District	Street Light - Cycles On / Off	2	3.0	
			Street Light - Light Out (Single)	5	4.2	
			Street Light - Lights Out (Multiple)	1	13.0	
			Street Light - Mark Out	3	6.7	
			Street Light - On During Day	8	2.8	
			Street Light - Pole Problem	1	0	
		Street Lighting District			20	4.1
		Department of Public Works			63	3.0
		Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	2	0.5
			Inter Municipal Affairs			2
		Inter Municipal Affairs			2	0.5
		Planning and Building Department	Building Department	Bldg - Application Status	4	1.2
	Bldg - Construction Complaint			1	0	
	Bldg - Illegal Housing			2	6.5	
	Bldg - Suspect Work Without a Permit			2	5.5	
	Building Department			9	3.2	
	Planning and Building Department			9	3.2	
	Project Independence	Project Independence	PI - Call Back Request	5	2.2	

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GARDEN CITY PARK	Project Independence	Project Independence	PI - Health and Mental Health	1	4.0
			PI - Household Maintenance	3	0.7
			PI - Membership Registration	6	0
			PI - Miscellaneous	1	6.0
			PI - Program Registration	2	0.5
			PI - Taxi Service	82	0
			PI - Taxi Service Cancellation	4	0
			PI - Transportation/Mobility Mgmt Info	2	0
	Project Independence			106	0.2
	Project Independence			106	0.2
	Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0
			SupV - Thank You from Constituent	2	0
		Supervisor's Office		3	0
	Supervisor's Office			3	0
GARDEN CITY PARK				206	1.7
GELN COVE	Supervisor's Office	Supervisor's Office	SupV - Helicopter	1	0
		Supervisor's Office		1	0
	Supervisor's Office			1	0
GELN COVE				1	0
GLENWOOD	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	2.0
		Street Lighting District		1	2.0
	Department of Public Works			1	2.0
GLENWOOD				1	2.0
GLENWOOD LANDING	Department of Public Safety	Code Enforcement	Code - Overgrown Vegetation	2	4.5
		Code Enforcement		2	4.5
	Department of Public Safety			2	4.5
	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	5.0
		Street Lighting District		1	5.0
	Department of Public Works			1	5.0
GLENWOOD LANDING				3	4.7
GRAT NECK	Project Independence	Project Independence	PI - Health and Mental Health	1	0
		Project Independence		1	0
	Project Independence			1	0
GRAT NECK				1	0
GRE AT NECK	Project Independence	Project Independence	PI - Health and Mental Health	1	0
		Project Independence		1	0
	Project Independence			1	0
GRE AT NECK				1	0

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GREAT NCEK	Project Independence	Project Independence	PI - Health and Mental Health	1	0
		<b>Project Independence</b>		<b>1</b>	<b>0</b>
	<b>Project Independence</b>			<b>1</b>	<b>0</b>
	<b>GREAT NCEK</b>			<b>1</b>	<b>0</b>
GREAT NECK	Adminstrative Services	Adminstrative Services	Adm Svc - Green Team	2	19.5
		<b>Adminstrative Services</b>		<b>2</b>	<b>19.5</b>
	<b>Adminstrative Services</b>			<b>2</b>	<b>19.5</b>
	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	5	3.2
		<b>Cat Shelter</b>		<b>5</b>	<b>3.2</b>
		Code Enforcement	Code - Commercial Vehicle stored on Residential Property	1	8.0
			Code - Court	2	0.5
			Code - Garbage	1	6.0
			Code - Miscellaneous	4	4.0
			Code - No Plates / Inoperable Vehicle	1	9.0
			Code - Noise	1	5.0
			Code - Overgrown Vegetation	9	4.8
			Code - Property Maintenance	5	7.6
			Code - Unlawful Property Use	1	0
			Code - Water Flow / Accumulation	1	15.0
		<b>Code Enforcement</b>		<b>26</b>	<b>5.4</b>
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	3	0
		<b>Parking Enforcement</b>		<b>3</b>	<b>0</b>
	<b>Department of Public Safety</b>			<b>34</b>	<b>4.6</b>
	Department of Public Works	Highway Department	Hwy - Curb Repair	3	8.3
			Hwy - Grass Cut / Mow	3	2.7
			Hwy - Miscellaneous	6	5.3
			Hwy - Pothole	1	5.0
			Hwy - Pothole Filled Without Request	1	0
			Hwy - Street Drainage / Flooding	1	0
			Hwy - Street Sign - New Request	1	0
			Hwy - Street Sign - Remove	1	0
			Hwy - Street Sign - Repair / Replace	2	2.5
			Hwy - Street Sweeping / Cleaning	3	1.7
			Hwy - Tree Branch / Debris Pickup	3	1.7
			Hwy - Tree Planting	5	0
			Hwy - Tree Trimming / Removal Inspection	13	0.3
		<b>Highway Department</b>		<b>43</b>	<b>2.1</b>
		Street Lighting District	Street Light - Light Out (Single)	3	5.0
			Street Light - Lights Out (Multiple)	2	3.5

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GREAT NECK	Department of Public Works	Street Lighting District	Street Light - Mark Out	5	4.4	
			Street Light - On During Day	1	13.0	
		Street Lighting District			11	5.2
		Department of Public Works			54	2.7
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	4.0	
			OIC - Inter Municipal SR	7	0.9	
		Inter Municipal Affairs			8	1.2
		Inter Municipal Affairs			8	1.2
	Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	1	1.0	
			Parks and Recreation Department			1
		Parks and Recreation Department			1	1.0
	Planning and Building Department	Building Department	Bldg - Application Status	3	4.0	
			Bldg - Certificate Status	1	0	
			Bldg - Illegal Housing	2	0	
			Bldg - Suspect Work Without a Permit	4	0	
		Building Department			10	1.2
	Planning and Building Department			10	1.2	
	Project Independence	Project Independence	PI - Caregiver Support	5	2.2	
			PI - Financial Assistance	2	3.5	
			PI - Food and Hunger	1	0	
			PI - Health and Mental Health	52	0.5	
			PI - Household Maintenance	3	2.3	
			PI - Membership Registration	16	0	
			PI - Miscellaneous	4	3.0	
			PI - Taxi Service	187	0.0	
			PI - Taxi Service Cancellation	19	0	
			PI - Taxi Service Complaint	1	3.0	
			PI - Volunteer	1	0	
			Project Independence			291
		Project Independence			291	0.3
	Solid Waste Management	Sustainability Department	SWMA - Rain Barrel	1	0	
			Sustainability Department			1
		Solid Waste Management			1	0
	Supervisor's Office	Supervisor's Office	SupV - Airplane	4	0	
			SupV - Complaint - Other Employee	2	1.0	
			SupV - Helicopter	2	0	
			SupV - Thank You from Constituent	4	0	
		Supervisor's Office			12	0.2
	Supervisor's Office			12	0.2	
GREAT NECK				413	1.1	

# Town of North Hempstead Service Requests via 311 - by Community

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days
GREAT NECK ESTATES	Community Services	Community Services	CommSvc - Bus Booking for Group	1	0
			CommSvc - Bus Pickup Schedule	1	5.0
		Community Services		2	2.5
	Community Services			2	2.5
	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	2.0
		Street Lighting District		1	2.0
	Department of Public Works			1	2.0
	Project Independence	Project Independence	PI - Health and Mental Health	1	1.0
			PI - Membership Registration	1	0
			PI - Miscellaneous	1	11.0
			PI - Taxi Service	21	0
			PI - Taxi Service Cancellation	6	0
			PI - Taxi Service Complaint	1	0
		Project Independence		31	0.4
	Project Independence			31	0.4
GREAT NECK ESTATES				34	0.6
GREAT NECK PLAZA	Community Services	Community Services	CommSvc - Misc SR	1	3.0
		Community Services		1	3.0
	Community Services			1	3.0
	Project Independence	Project Independence	PI - Call Back Request	1	0
			PI - Food and Hunger	1	0
			PI - Health and Mental Health	35	0.1
			PI - Membership Registration	6	0
			PI - Miscellaneous	1	0
			PI - NORC SR	1	0
			PI - Program Registration	2	0
			PI - Taxi Service	89	0.0
			PI - Taxi Service Cancellation	3	0
		Project Independence		139	0.0
	Project Independence			139	0.0
	Supervisor's Office	Supervisor's Office	SupV - Airplane	2	0
Supervisor's Office		2	0		
Supervisor's Office			2	0	
GREAT NECK PLAZA				142	0.1
GREENVALE	Department of Public Safety	Code Enforcement	Code - Miscellaneous	3	1.0
			Code - No Plates / Inoperable Vehicle	1	0
			Code - Property Maintenance	1	1.0
			Code - Signs	2	0

# Town of North Hempstead Service Requests via 311 - by Community

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
GREENVALE	Department of Public Safety	Code Enforcement	Code - Tree Removal	1	12.0	
			Code - Unlawful Property Use	2	0.5	
		Code Enforcement			10	1.7
		Department of Public Safety			10	1.7
	Department of Public Works	Street Lighting District	Street Light - Cycles On / Off	1	0	
			Street Light - Light Out (Single)	1	8.0	
		Street Lighting District			2	4.0
		Department of Public Works			2	4.0
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0	
		Inter Municipal Affairs			1	0
		Inter Municipal Affairs			1	0
	Planning and Building Department	Building Department	Bldg - Inspection Request	1	0	
			Bldg - Suspect Work Without a Permit	2	6.5	
		Building Department			3	4.3
		Planning and Building Department			3	4.3
GREENVALE				16	2.4	
HEMPSTEAD	Project Independence	Project Independence	PI - Call Back Request	1	0	
		Project Independence			1	0
	Project Independence			1	0	
HEMPSTEAD				1	0	
HERRICIS	Department of Public Works	Street Lighting District	Street Light - Lights Out (Multiple)	1	5.0	
		Street Lighting District			1	5.0
	Department of Public Works			1	5.0	
HERRICIS				1	5.0	
HERRICKS	Adminstrative Services	Adminstrative Services	Adm Svc - Green Team	1	35.0	
		Adminstrative Services			1	35.0
		Adminstrative Services			1	35.0
	Department of Public Safety	Animal Shelter	Animal Sh - Dog Defecation	1	8.0	
		Animal Shelter			1	8.0
		Code Enforcement	Code - Court	1	0	
			Code - Fence	1	1.0	
			Code - Garbage	1	5.0	
			Code - Miscellaneous	1	5.0	
			Code - Property Maintenance	1	0	
			Code - Sidewalk Obstruction	2	4.0	
			Code - Signs	1	6.0	
			Code - Unlawful Property Use	1	2.0	
			Code Enforcement			9
		Department of Public Safety			10	3.5
	Department of Public Works	Highway Department	Hwy - Dead Animal Pickup	1	3.0	
			Hwy - Miscellaneous	4	1.5	

# Town of North Hempstead Service Requests via 311 - by Community

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
HERRICKS	Department of Public Works	Highway Department	Hwy - Street Drainage / Flooding	1	0	
			Hwy - Tree Branch / Debris Pickup	2	1.5	
			Hwy - Tree Stump Removal	2	0	
			Hwy - Tree Trimming / Removal Inspection	9	0.6	
		Highway Department			19	0.9
		Street Lighting District	Street Light - Light Out (Single)	4	2.8	
			Street Light - Lights Out (Multiple)	4	2.5	
			Street Light - Mark Out	3	7.0	
			Street Light - On During Day	6	4.3	
		Street Lighting District			17	4.0
		Department of Public Works			36	2.4
		Planning and Building Department	Building Department	Bldg - Application Status	1	11.0
				Bldg - Illegal Housing	3	0.3
	Bldg - Suspect Work Without a Permit			1	0	
	Building Department			5	2.4	
	Planning and Building Department			5	2.4	
	Project Independence	Project Independence	PI - Household Maintenance	2	0.5	
			PI - Membership Registration	1	0	
			PI - Taxi Service	32	0	
			PI - Transportation/Mobility Mgmt Info	3	0	
		Project Independence			38	0.0
	Project Independence			38	0.0	
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	1	2.0	
			SWMA - Garbage Not Picked Up	1	5.0	
		Solid Waste Management			2	3.5
	Solid Waste Management			2	3.5	
HERRICKS				92	1.9	
HEW HYDE PARK	Project Independence	Project Independence	PI - Taxi Service	1	0	
		Project Independence			1	0
	Project Independence			1	0	
HEW HYDE PARK				1	0	
HICKSVILE	Project Independence	Project Independence	PI - Program Registration	1	0	
		Project Independence			1	0
	Project Independence			1	0	
HICKSVILE				1	0	
HICKSVILLE	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	0	
		Animal Shelter			1	0
	Department of Public Safety			1	0	
HICKSVILLE				1	0	

# Town of North Hempstead Service Requests via 311 - by Community

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days
JOHNSRON	Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	1	0
		Supervisor's Office		1	0
		Supervisor's Office		1	0
	JOHNSRON			1	0
KENSINGTON	Project Independence	Project Independence	PI - Membership Registration	1	0
			PI - Taxi Service	10	0.8
		Project Independence		11	0.7
	Project Independence			11	0.7
KENSINGTON				11	0.7
KINGS POINT	Project Independence	Project Independence	PI - Call Back Request	1	0
			PI - Health and Mental Health	1	0
			PI - Taxi Service	21	0.0
			PI - Taxi Service Cancellation	5	0
		Project Independence		28	0.0
	Project Independence		28	0.0	
	Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	1	0
		Supervisor's Office		1	0
	Supervisor's Office			1	0
KINGS POINT				29	0.0
LAKE SUCCESS	Project Independence	Project Independence	PI - Call Back Request	1	5.0
			PI - Taxi Service	1	0
		Project Independence		2	2.5
	Project Independence			2	2.5
LAKE SUCCESS				2	2.5
MAHASSET	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
MAHASSET				1	0
MANHASET	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	7.0
		Street Lighting District		1	7.0
	Department of Public Works			1	7.0
MANHASET				1	7.0
MANHASSET	Adminstrative Services	Adminstrative Services	Adm Svc - Green Team	3	13.3
		Adminstrative Services		3	13.3
	Adminstrative Services			3	13.3
	Community Services	Community Services	CommSvc - Bus Pickup Cancel	1	0
		Community Services		1	0
	Community Services			1	0
	Department of Public Safety	Animal Shelter	Animal Sh - Barking Dog	1	2.0
Animal Shelter		1	2.0		



# Town of North Hempstead Service Requests via 311 - by Community

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days
MANHASSET	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	1	0
		<b>Cat Shelter</b>		<b>1</b>	<b>0</b>
		Code Enforcement	Code - After Hours/Weekend Construction	3	0
			Code - Basketball Stanchion	1	0
			Code - Commercial Vehicle stored on Residential Property	1	0
			Code - Court	6	0
			Code - From Transfer	1	0
			Code - Litter	1	0
			Code - No Plates / Inoperable Vehicle	4	7.2
			Code - Noise	2	0
			Code - Odor	1	2.0
			Code - Overgrown Vegetation	5	6.4
			Code - Property Maintenance	9	4.0
			Code - Signs	2	0
		<b>Code Enforcement</b>		<b>36</b>	<b>2.8</b>
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	3	0
		<b>Parking Enforcement</b>		<b>3</b>	<b>0</b>
	<b>Department of Public Safety</b>			<b>41</b>	<b>2.5</b>
	Department of Public Works	Highway Department	Hwy - Basketball Stanchion	1	8.0
			Hwy - Catch Basin	2	5.5
			Hwy - Curb Repair	1	0
			Hwy - Dead Animal Pickup	4	4.2
			Hwy - Grass Cut / Mow	3	5.0
			Hwy - Miscellaneous	3	0.3
			Hwy - Pothole	3	1.7
			Hwy - Pothole Filled Without Request	2	0
			Hwy - Street Painting	2	0
			Hwy - Street Sign - Remove	1	0
			Hwy - Street Sign - Repair / Replace	10	1.7
			Hwy - Street Sweeping / Cleaning	3	2.7
			Hwy - Tree Branch / Debris Pickup	3	3.0
			Hwy - Tree Fallen - Emergency	1	2.0
			Hwy - Tree Planting	7	0
			Hwy - Tree Trimming / Removal Inspection	10	0
		<b>Highway Department</b>		<b>56</b>	<b>1.7</b>
		Street Lighting District	Street Light - Cable Break	1	1.0
			Street Light - Cycles On / Off	1	9.0
			Street Light - Light Out (Single)	13	6.1
			Street Light - Lights Out (Multiple)	3	2.0

# Town of North Hempstead Service Requests via 311 - by Community

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days
MANHASSET	Department of Public Works	Street Lighting District	Street Light - Mark Out	43	4.8
			Street Light - On During Day	3	5.3
			Street Light - Pole Problem	1	1.0
		Street Lighting District		65	4.9
	Department of Public Works			121	3.4
	Housing Authority	Housing Authority	Housing - Appliance	2	4.0
			Housing - Electrical	1	0
			Housing - High Priority SR	1	3.0
			Housing - Misc Carpentry	2	8.0
			Housing - Misc SR	4	6.0
			Housing - Plumbing	2	2.0
		Housing Authority		12	4.6
	Housing Authority			12	4.6
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	6.0
			OIC - Inter Municipal SR	2	0.5
		Inter Municipal Affairs		3	2.3
	Inter Municipal Affairs			3	2.3
	Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	2	2.0
		Parks and Recreation Department		2	2.0
	Parks and Recreation Department			2	2.0
	Planning and Building Department	Building Department	Bldg - Application Status	6	4.2
			Bldg - Construction Complaint	2	11.0
			Bldg - Housing Complaint	1	5.0
			Bldg - Illegal Housing	1	0
			Bldg - Suspect Work Without a Permit	3	0
		Building Department		13	4.0
	Planning and Building Department			13	4.0
	Project Independence	Project Independence	PI - Financial Assistance	2	0
			PI - Health and Mental Health	4	0
			PI - Household Maintenance	1	0
			PI - Membership Registration	2	0
			PI - Miscellaneous	4	0.5
			PI - Taxi Service	53	0
			PI - Taxi Service Cancellation	1	0
			PI - Taxi Service Complaint	1	0
		Project Independence		68	0.0
	Project Independence			68	0.0
	Solid Waste Management	Solid Waste Management	SWMA - Garbage Not Picked Up	2	0
		Solid Waste Management		2	0
	Solid Waste Management			2	0

# Town of North Hempstead Service Requests via 311 - by Community

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days
MANHASSET	Supervisor's Office	Supervisor's Office	SupV - Airplane	6	0
			SupV - Helicopter	14	0
			SupV - Thank You from Constituent	3	0
		Supervisor's Office		23	0
	Supervisor's Office			23	0
MANHASSET				289	2.3
MANHASSET HILL	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	0
		Highway Department		1	0
	Department of Public Works			1	0
MANHASSET HILL				1	0
MANHASSET HILLS	Department of Public Safety	Code Enforcement	Code - Signs	1	9.0
		Code Enforcement		1	9.0
	Department of Public Safety			1	9.0
	Department of Public Works	Highway Department	Hwy - Grass Cut / Mow	1	0
			Hwy - Street Sign - Repair / Replace	1	0
			Hwy - Tree Branch / Debris Pickup	1	1.0
			Hwy - Tree Trimming / Removal Inspection	1	0
		Highway Department		4	0.2
		Street Lighting District	Street Light - Mark Out	1	1.0
			Street Light - On During Day	1	13.0
		Street Lighting District		2	7.0
	Department of Public Works			6	2.5
MANHASSET HILLS				7	3.4
MANHASSET ISLE	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
MANHASSET ISLE				1	0
MANORHAVEN	Community Services	Community Services	CommSvc - Bus Pickup Cancel	3	0.7
		Community Services		3	0.7
	Community Services			3	0.7
	Department of Public Safety	Animal Shelter	Animal Sh - Unleashed - Stray Dog	1	19.0
		Animal Shelter		1	19.0
		Cat Shelter	Cat Shelter - Feral Cats	1	0
		Cat Shelter		1	0
	Department of Public Safety			2	9.5
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	2.0
		Inter Municipal Affairs		1	2.0
	Inter Municipal Affairs			1	2.0

# Town of North Hempstead Service Requests via 311 - by Community

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days
MANORHAVEN	Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	2	1.0
		Parks and Recreation Department		2	1.0
	Parks and Recreation Department			2	1.0
	Project Independence	Project Independence	PI - Health and Mental Health	4	0
			PI - Membership Registration	1	0
			PI - Taxi Service	37	0
			PI - Taxi Service Cancellation	3	0
			PI - Taxi Service Complaint	1	2.0
		Project Independence		46	0.0
	Project Independence			46	0.0
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	1	1.0
		Solid Waste Management		1	1.0
	Solid Waste Management			1	1.0
	Supervisor's Office	Supervisor's Office	SupV - Airplane	2	0
			SupV - Complaint - Other Employee	1	3.0
			SupV - Thank You from Constituent	1	0
		Supervisor's Office		4	0.8
	Supervisor's Office			4	0.8
MANORHAVEN				59	0.5
MINEOLA	Community Services	Community Services	CommSvc - Misc SR	1	10.0
			CommSvc - Seasonal Programs Registration	1	0
		Community Services		2	5.0
	Community Services			2	5.0
	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	1.0
			Animal Sh - Unleashed - Stray Dog	1	7.0
		Animal Shelter		2	4.0
		Cat Shelter	Cat Shelter - Feral Cats	3	7.3
		Cat Shelter		3	7.3
		Code Enforcement	Code - Licensing	1	0
		Code Enforcement		1	0
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	9.0
		Parking Enforcement		1	9.0
	Department of Public Safety			7	5.6
	Department of Public Works	Highway Department	Hwy - Abandoned Vehicle	1	3.0
			Hwy - Bee's Nest Removal	2	1.0
			Hwy - Catch Basin	2	0
			Hwy - Street Drainage / Flooding	1	0
		Highway Department		6	0.8
Department of Public Works			6	0.8	

# Town of North Hempstead Service Requests via 311 - by Community

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
MINEOLA	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	3	0.7	
			OIC - Inter Municipal SR	9	0.8	
		Inter Municipal Affairs			12	0.8
		Inter Municipal Affairs			12	0.8
	Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	1	0	
		Parks and Recreation Department			1	0
	Parks and Recreation Department			1	0	
	Project Independence	Project Independence	PI - Call Back Request	2	1.0	
			PI - Caregiver Support	3	0.3	
			PI - Health and Mental Health	3	0	
			PI - Household Maintenance	4	0.8	
			PI - Membership Registration	7	0	
			PI - Miscellaneous	5	1.0	
			PI - Program Registration	2	2.0	
			PI - Taxi Service	94	0.0	
			PI - Taxi Service Cancellation	5	0	
			PI - Taxi Service Complaint	1	2.0	
			PI - Transportation/Mobility Mgmt Info	2	0.5	
			Project Independence			128
		Project Independence			128	0.1
	Solid Waste Management	Sustainability Department	SWMA - Compost	1	0	
			SWMA - Rain Barrel	1	0	
		Sustainability Department			2	0
	Solid Waste Management			2	0	
	Supervisor's Office	Supervisor's Office	SupV - Helicopter	1	0	
			SupV - Thank You from Constituent	1	0	
		Supervisor's Office			2	0
	Supervisor's Office			2	0	
	MINEOLA				160	0.5
	MUNSEY PARK	Department of Public Works	Highway Department	Hwy - Dead Animal Pickup	1	1.0
				Hwy - Street Sign - Repair / Replace	1	0
			Highway Department			2
Department of Public Works			2	0.5		
Parks and Recreation Department		Parks and Recreation Department	Park - Miscellaneous	1	5.0	
		Parks and Recreation Department			1	5.0
Parks and Recreation Department			1	5.0		
Project Independence		Project Independence	PI - Taxi Service	2	0	
		Project Independence			2	0
Project Independence			2	0		

# **Town of North Hempstead Service Requests via 311 - by Community**

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days
MUNSEY PARK	Supervisor's Office	Supervisor's Office	SupV - Helicopter	3	0
			SupV - Thank You from Constituent	1	0
		Supervisor's Office		4	0
	Supervisor's Office			4	0
MUNSEY PARK				9	0.7
N NEW HYDE PARK	Department of Public Works	Street Lighting District	Street Light - Mark Out	2	10.5
		Street Lighting District		2	10.5
	Department of Public Works			2	10.5
N NEW HYDE PARK				2	10.5
NEW CASSEEL	Department of Public Safety	Code Enforcement	Code - Signs	1	0
		Code Enforcement		1	0
	Department of Public Safety			1	0
NEW CASSEEL				1	0
NEW CASSEL	Community Services	Community Services	CommSvc - Bus Pickup Cancel	3	1.0
		Community Services		3	1.0
	Community Services			3	1.0
	Department of Public Safety	Animal Shelter	Animal Sh - Dog Defecation	1	0
			Animal Sh - Found Animal	2	1.0
			Animal Sh - Menacing or Harrassing Dog	1	13.0
			Animal Sh - Misc	1	0
			Animal Sh - Unleashed - Stray Dog	2	3.5
		Animal Shelter		7	3.1
		Cat Shelter	Cat Shelter - Feral Cats	1	0
		Cat Shelter		1	0
		Code Enforcement	Code - Building Permit	1	7.0
			Code - Commercial Vehicle stored on Residential Property	2	0
			Code - Commerical Garbage Container	1	0
			Code - Court	4	0
			Code - Garbage	2	0
			Code - Miscellaneous	2	10.0
			Code - No Plates / Inoperable Vehicle	8	2.8
			Code - Noise	2	4.0
			Code - Odor	2	3.5
	Code - Overgrown Vegetation		8	0	
	Code - Property Maintenance		7	1.7	
	Code - Signs		1	1.0	
	Code Enforcement		40	1.9	
	Department of Public Safety			48	2.1
	Department of Public Works	Highway Department	Hwy - Abandoned Vehicle	1	0
			Hwy - Catch Basin	4	1.5

# Town of North Hempstead Service Requests via 311 - by Community

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
NEW CASSEL	Department of Public Works	Highway Department	Hwy - Curb Repair	3	5.3	
			Hwy - Manhole Repair	1	1.0	
			Hwy - Miscellaneous	3	0.3	
			Hwy - Pothole	5	3.0	
			Hwy - Street Drainage / Flooding	2	0	
			Hwy - Street Sign - Repair / Replace	5	0	
			Hwy - Street Sweeping / Cleaning	1	8.0	
			Hwy - Tree Fallen - Emergency	1	0	
			Hwy - Tree Planting	1	0	
			Hwy - Tree Trimming / Removal Inspection	6	5.5	
		Highway Department			33	2.4
		Street Lighting District	Street Light - Light Out (Single)	15	3.5	
			Street Light - Lights Out (Multiple)	1	0	
			Street Light - On During Day	3	7.0	
		Street Lighting District			19	3.8
		Department of Public Works			52	2.9
		Housing Authority	Housing Authority	Housing - Appliance	1	4.0
				Housing - High Priority SR	1	1.0
				Housing - Misc Carpentry	3	1.7
	Housing - Misc Construction			1	0	
	Housing - Misc SR			3	2.3	
	Housing - Plumbing			1	0	
	Housing Authority			10	1.7	
	Housing Authority			10	1.7	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0	
		Inter Municipal Affairs			1	0
	Inter Municipal Affairs			1	0	
	Parks and Recreation Department	Parks and Recreation Department	Park - From Transfer	1	4.0	
		Parks and Recreation Department			1	4.0
	Parks and Recreation Department			1	4.0	
	Planning and Building Department	Building Department	Bldg - Application Status	3	6.0	
			Bldg - Illegal Housing	1	0	
		Building Department			4	4.5
	Planning and Building Department			4	4.5	
	Project Independence	Project Independence	PI - Financial Assistance	6	0	
			PI - Food and Hunger	3	0	
			PI - Health and Mental Health	2	0	
			PI - Miscellaneous	3	0.3	
			PI - Taxi Service	37	0	

# Town of North Hempstead Service Requests via 311 - by Community

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days
NEW CASSEL	Project Independence	Project Independence	PI - Taxi Service Cancellation	1	0
			PI - Transportation/Mobility Mgmt Info	1	0
		Project Independence		53	0.0
	Project Independence			53	0.0
	Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	4	0
		Supervisor's Office		4	0
	Supervisor's Office			4	0
	NEW CASSEL				176
NEW HYDE PARK	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	2	0
		Animal Shelter		2	0
		Cat Shelter	Cat Shelter - Feral Cats	2	4.5
		Cat Shelter		2	4.5
		Code Enforcement	Code - Building Permit	1	2.0
			Code - Court	1	0
			Code - Garbage	1	2.0
			Code - No Plates / Inoperable Vehicle	1	0
			Code - Noise	1	4.0
			Code - Overgrown Vegetation	2	7.0
			Code - Property Maintenance	4	1.2
			Code Enforcement		11
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	6.0
		Parking Enforcement		1	6.0
	Department of Public Safety			16	2.6
	Department of Public Works	Highway Department	Hwy - Bee's Nest Removal	1	9.0
			Hwy - Catch Basin	3	3.7
			Hwy - Curb Repair	1	0
			Hwy - Grass Cut / Mow	1	5.0
			Hwy - Pothole	1	0
			Hwy - Pothole Filled Without Request	1	0
			Hwy - Shopping Cart	1	1.0
			Hwy - Street Sign - Repair / Replace	5	0.2
Hwy - Street Sweeping / Cleaning			3	1.3	
Hwy - Tree Planting			4	0	
Hwy - Tree Stump Removal			3	1.3	
Hwy - Tree Trimming / Removal Inspection			14	0.1	
Highway Department			38	1.0	
Street Lighting District		Street Light - Cycles On / Off	1	6.0	
		Street Light - Fixture Problem	1	0	
		Street Light - Light Out (Single)	12	5.9	
		Street Light - Mark Out	7	4.6	



# Town of North Hempstead Service Requests via 311 - by Community

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
NEW HYDE PARK	Department of Public Works	Street Lighting District	Street Light - On During Day	2	3.5	
			Street Light - Pole Problem	1	13.0	
		Street Lighting District			24	5.4
		Department of Public Works			62	2.7
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	1.0	
			OIC - Inter Municipal SR	2	1.0	
		Inter Municipal Affairs			3	1.0
		Inter Municipal Affairs			3	1.0
	Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	2	3.0	
			Parks and Recreation Department			2
		Parks and Recreation Department			2	3.0
	Planning and Building Department	Building Department	Bldg - Construction Complaint	2	0	
			Bldg - Housing Complaint	1	0	
			Bldg - Illegal Housing	2	4.5	
			Bldg - Suspect Work Without a Permit	1	0	
		Building Department			6	1.5
	Planning and Building Department			6	1.5	
	Project Independence	Project Independence	PI - Food and Hunger	1	1.0	
			PI - Health and Mental Health	4	0	
			PI - Household Maintenance	5	0	
			PI - Membership Registration	4	0	
			PI - NORC SR	1	0	
			PI - Program Registration	5	0.4	
			PI - Taxi Service	44	0	
			PI - Taxi Service Cancellation	5	0	
			PI - Taxi Service Complaint	1	1.0	
			PI - Transportation/Mobility Mgmt Info	1	2.0	
		Project Independence			71	0.1
		Project Independence			71	0.1
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	2	0.5	
			SWMA - Garbage Not Picked Up	1	0	
		Solid Waste Management			3	0.3
		Sustainability Department	SWMA - Compost	1	1.0	
		Sustainability Department			1	1.0
	Solid Waste Management			4	0.5	

# Town of North Hempstead Service Requests via 311 - by Community

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
NEW HYDE PARK	Supervisor's Office	Supervisor's Office	SupV - Airplane	11	0	
			SupV - Thank You from Constituent	2	0	
		Supervisor's Office		13	0	
	Supervisor's Office			13	0	
NEW HYDE PARK				177	1.3	
NEW HYDR PARK	Project Independence	Project Independence	PI - Taxi Service	1	1.0	
		Project Independence		1	1.0	
	Project Independence			1	1.0	
NEW HYDR PARK				1	1.0	
NO NEW HYDE PARK	Department of Public Safety	Code Enforcement	Code - Overgrown Vegetation	1	7.0	
		Code Enforcement		1	7.0	
	Department of Public Safety			1	7.0	
	Department of Public Works	Highway Department	Hwy - Catch Basin	3	0	
			Hwy - Grass Cut / Mow	1	7.0	
			Hwy - Tree Trimming / Removal Inspection	1	0	
		Highway Department		5	1.4	
		Street Lighting District	Street Light - Light Out (Single)	1	0	
			Street Light - Lights Out (Multiple)	1	0	
			Street Light - On During Day	1	5.0	
		Street Lighting District		3	1.7	
		Department of Public Works			8	1.5
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	2	0	
		Inter Municipal Affairs		2	0	
	Inter Municipal Affairs			2	0	
	NO NEW HYDE PARK				11	1.7
	NORTH HILLS	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0
Inter Municipal Affairs			1	0		
Inter Municipal Affairs			1	0		
Planning and Building Department		Building Department	Bldg - Suspect Work Without a Permit	1	0	
		Building Department		1	0	
Planning and Building Department			1	0		
Project Independence		Project Independence	PI - Caregiver Support	1	4.0	
			PI - Health and Mental Health	1	0	
			PI - Membership Registration	1	0	
			PI - Taxi Service	55	0	
			PI - Taxi Service Cancellation	3	0	
		Project Independence		61	0.1	
Project Independence			61	0.1		

# Town of North Hempstead Service Requests via 311 - by Community

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days
NORTH HILLS	Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	2	0
		<b>Supervisor's Office</b>		<b>2</b>	<b>0</b>
	<b>Supervisor's Office</b>			<b>2</b>	<b>0</b>
	<b>NORTH HILLS</b>			<b>65</b>	<b>0.1</b>
NORTH NEW HYDE PARK	Adminstrative Services	Adminstrative Services	Adm Svc - Green Team	1	0
		<b>Adminstrative Services</b>		<b>1</b>	<b>0</b>
	<b>Adminstrative Services</b>			<b>1</b>	<b>0</b>
	Community Services	Community Services	CommSvc - Seasonal Programs Registration	1	0
		<b>Community Services</b>		<b>1</b>	<b>0</b>
	<b>Community Services</b>			<b>1</b>	<b>0</b>
	Department of Public Safety	Animal Shelter	Animal Sh - Surrender a dog	1	0
		<b>Animal Shelter</b>		<b>1</b>	<b>0</b>
		Cat Shelter	Cat Shelter - Feral Cats	2	0
		<b>Cat Shelter</b>		<b>2</b>	<b>0</b>
		Code Enforcement	Code - After Hours/Weekend Construction	1	2.0
			Code - Commercial Vehicle stored on Residential Property	1	5.0
			Code - Court	3	0
			Code - Garbage	5	3.2
			Code - No Plates / Inoperable Vehicle	1	2.0
			Code - Overgrown Vegetation	8	3.6
			Code - Property Maintenance	1	1.0
			Code - Signs	2	0
			Code - Tree Removal	1	2.0
			Code - Water Flow / Accumulation	1	12.0
		<b>Code Enforcement</b>		<b>24</b>	<b>2.9</b>
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	7.0
		<b>Parking Enforcement</b>		<b>1</b>	<b>7.0</b>
	<b>Department of Public Safety</b>			<b>28</b>	<b>2.7</b>
	Department of Public Works	Highway Department	Hwy - Bee's Nest Removal	3	5.7
			Hwy - Catch Basin	1	0
			Hwy - Curb Repair	1	0
			Hwy - Manhole Repair	1	0
			Hwy - Miscellaneous	3	2.7
			Hwy - Street Drainage / Flooding	2	2.0
			Hwy - Street Sign - Repair / Replace	1	3.0
			Hwy - Street Sweeping / Cleaning	1	1.0
			Hwy - Tree Branch / Debris Pickup	7	0.6
			Hwy - Tree Fallen - Emergency	2	2.0
			Hwy - Tree Planting	4	0

# Town of North Hempstead Service Requests via 311 - by Community

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
NORTH NEW HYDE PARK	Department of Public Works	Highway Department	Hwy - Tree Stump Removal	4	-0.2	
			Hwy - Tree Trimming / Removal Inspection	30	0.9	
		Highway Department			60	1.1
		Street Lighting District	Street Light - Light Out (Single)	11	5.4	
			Street Light - Lights Out (Multiple)	3	6.3	
			Street Light - Mark Out	14	5.1	
			Street Light - On During Day	6	8.2	
			Street Light - Pole Problem	2	10.5	
			Street Lighting District			36
		Department of Public Works			96	3.0
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	3	0	
		Inter Municipal Affairs			3	0
	Inter Municipal Affairs			3	0	
	Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	1	2.0	
		Parks and Recreation Department			1	2.0
	Parks and Recreation Department			1	2.0	
	Planning and Building Department	Building Department	Bldg - Application Status	7	3.1	
			Bldg - Certificate Status	2	0	
			Bldg - Construction Complaint	2	0	
			Bldg - From Transfer	1	0	
		Building Department			12	1.8
		Planning Department	Planning - Questions needing Answers	1	2.0	
		Planning Department			1	2.0
	Planning and Building Department			13	1.8	
	Project Independence	Project Independence	PI - Call Back Request	1	5.0	
			PI - Health and Mental Health	1	0	
			PI - Membership Registration	5	0	
			PI - Miscellaneous	2	0	
			PI - NORC SR	4	0	
			PI - Program Registration	5	0.6	
			PI - Taxi Service	65	0	
			PI - Taxi Service Cancellation	6	0	
			PI - Taxi Service Complaint	1	1.0	
			PI - Volunteer	1	0	
		Project Independence			91	0.1
	Project Independence			91	0.1	
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	4	1.2	
			SWMA - Garbage Not Picked Up	2	1.0	
		Solid Waste Management			6	1.2

# Town of North Hempstead Service Requests via 311 - by Community

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days
NORTH NEW HYDE PARK	Solid Waste Management	Sustainability Department	SWMA - Compost	1	0
		Sustainability Department		1	0
	Solid Waste Management			7	1.0
	Supervisor's Office	Supervisor's Office	SupV - Airplane	5	0
			SupV - Complaint - Other Employee	2	4.0
			SupV - Thank You from Constituent	2	0
		Supervisor's Office		9	0.9
	Supervisor's Office			9	0.9
NORTH NEW HYDE PARK			250	1.7	
NORTHH HILLS	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
NORTHH HILLS			1	0	
PLAINVIEW	Department of Public Safety	Code Enforcement	Code - Court	1	0
		Code Enforcement		1	0
	Department of Public Safety			1	0
PLAINVIEW			1	0	
PLANDIOME HEIGHTS	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	7.0
		Street Lighting District		1	7.0
	Department of Public Works			1	7.0
PLANDIOME HEIGHTS			1	7.0	
PLANDOME	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0
		Inter Municipal Affairs		1	0
	Inter Municipal Affairs			1	0
	Project Independence	Project Independence	PI - Caregiver Support	1	1.0
		Project Independence		1	1.0
	Project Independence			1	1.0
PLANDOME			2	0.5	
PLANDOME HEIGHTS	Project Independence	Project Independence	PI - Program Registration	1	0
		Project Independence		1	0
	Project Independence			1	0
	Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0
		Supervisor's Office		1	0
	Supervisor's Office			1	0
PLANDOME HEIGHTS			2	0	
PLANDOME MANOR	Department of Public Works	Highway Department	Hwy - Pothole Filled Without Request	1	0
		Highway Department		1	0
	Department of Public Works			1	0

# Town of North Hempstead Service Requests via 311 - by Community

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days
PLANDOME MANOR	Project Independence	Project Independence	PI - Taxi Service	4	0
		<b>Project Independence</b>		<b>4</b>	<b>0</b>
		<b>Project Independence</b>		<b>4</b>	<b>0</b>
	<b>PLANDOME MANOR</b>			<b>5</b>	<b>0</b>
PORT WASHIGNTON	Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	1	1.0
		<b>Street Lighting District</b>		<b>1</b>	<b>1.0</b>
		<b>Department of Public Works</b>		<b>1</b>	<b>1.0</b>
	<b>PORT WASHIGNTON</b>			<b>1</b>	<b>1.0</b>
PORT WASHINGTON	Project Independence	Project Independence	PI - Taxi Service	1	0
		<b>Project Independence</b>		<b>1</b>	<b>0</b>
		<b>Project Independence</b>		<b>1</b>	<b>0</b>
	<b>PORT WASHINGTON</b>			<b>1</b>	<b>0</b>
PORT WASHINGTON	Adminstrative Services	Adminstrative Services	Adm Svc - Green Team	1	0
			Adm Svc - PW Parking - Broken Meter	6	0
			Adm Svc - PW Parking - Lot Condition	1	0
		<b>Adminstrative Services</b>		<b>8</b>	<b>0</b>
		<b>Adminstrative Services</b>		<b>8</b>	<b>0</b>
	Community Services	Community Services	CommSvc - Bus Pickup Schedule	1	1.0
			CommSvc - Misc SR	1	0
		<b>Community Services</b>		<b>2</b>	<b>0.5</b>
	<b>Community Services</b>			<b>2</b>	<b>0.5</b>
	Department of Public Safety	Animal Shelter	Animal Sh - Barking Dog	1	1.0
			Animal Sh - Found Animal	1	2.0
			Animal Sh - Misc	1	13.0
		<b>Animal Shelter</b>		<b>3</b>	<b>5.3</b>
		Cat Shelter	Cat Shelter - Feral Cats	4	0
		<b>Cat Shelter</b>		<b>4</b>	<b>0</b>
		Code Enforcement	Code - After Hours/Weekend Construction	1	1.0
			Code - Animal (except Dog / Cat / Wild life )	1	0
			Code - BZA Noncompliance	1	0
			Code - Basketball Stanchion	1	0
			Code - Court	5	0
			Code - From Transfer	1	6.0
			Code - Garbage	3	3.3
			Code - Handicap Parking	2	0
			Code - Miscellaneous	4	16.0
			Code - No Plates / Inoperable Vehicle	1	0
			Code - Noise	1	0
			Code - Overgrown Vegetation	4	0.8
			Code - Property Maintenance	2	12.5

# Town of North Hempstead Service Requests via 311 - by Community

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
PORT WASHINGTON	Department of Public Safety	Code Enforcement	Code - Sidewalk Obstruction	1	0	
			Code - Signs	1	4.0	
			Code - Unlawful Property Use	2	1.0	
		Code Enforcement		31	3.7	
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	5	0	
		Parking Enforcement		5	0	
	Department of Public Safety			43	3.0	
	Department of Public Works	Highway Department	Hwy - Abandoned Vehicle	1	-1.0	
			Hwy - Complaint - Highway Employee / Vehicle	1	0	
			Hwy - Curb Repair	1	5.0	
			Hwy - Grass Cut / Mow	1	3.0	
			Hwy - Manhole Repair	3	4.7	
			Hwy - Miscellaneous	2	0.5	
			Hwy - Pothole	9	3.2	
			Hwy - Pothole Filled Without Request	14	0	
			Hwy - Street Painting	1	23.0	
			Hwy - Street Sign - New Request	1	0	
			Hwy - Street Sign - Repair / Replace	5	0.2	
			Hwy - Tree Branch / Debris Pickup	4	0.8	
			Hwy - Tree Fallen - Emergency	1	2.0	
			Hwy - Tree Planting	6	0	
			Hwy - Tree Stump Removal	3	0	
			Hwy - Tree Trimming / Removal Inspection	13	2.1	
			Highway Department		66	1.6
			Street Lighting District	Street Light - Fixture Problem	1	0
		Street Light - Light Out (Single)		5	3.6	
		Street Light - Lights Out (Multiple)		2	3.0	
		Street Light - Mark Out		26	4.7	
		Street Light - Misc Problems		1	7.0	
		Street Light - On During Day		5	9.2	
		Street Light - Pole Problem		1	0	
		Street Lighting District		41	4.9	
		Department of Public Works			107	2.9
		Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	1.0
	OIC - Inter Municipal SR			3	2.0	
	Inter Municipal Affairs		4	1.8		
	Inter Municipal Affairs			4	1.8	

# Town of North Hempstead Service Requests via 311 - by Community

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days
PORT WASHINGTON	Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	3	0.3
		Parks and Recreation Department		3	0.3
		Parks and Recreation Department		3	0.3
	Planning and Building Department	Building Department	Bldg - Application Status	15	3.3
			Bldg - Certificate Status	1	0
			Bldg - Illegal Housing	6	1.5
			Bldg - Inspection Request	2	13.5
			Bldg - Suspect Work Without a Permit	2	9.5
		Building Department		26	4.0
		Planning and Building Department		26	4.0
	Project Independence	Project Independence	PI - Caregiver Support	1	5.0
			PI - Health and Mental Health	9	0.2
			PI - Household Maintenance	2	0
			PI - Membership Registration	11	0
			PI - Miscellaneous	5	1.8
			PI - Taxi Service	221	0.0
			PI - Taxi Service Cancellation	10	0
			PI - Taxi Service Complaint	1	0
			PI - Transportation/Mobility Mgmt Info	2	1.5
		Project Independence		262	0.1
	Project Independence		262	0.1	
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	3	0.3
			SWMA - From Transfer	1	1.0
		Solid Waste Management		4	0.5
		Sustainability Department	SWMA - Compost	1	0
			SWMA - Rain Barrel	1	0
		Sustainability Department		2	0
	Solid Waste Management		6	0.3	
	Supervisor's Office	311 Call Center	311 - Street Repaving Schedule Inquiry	1	0
		311 Call Center		1	0
		Supervisor's Office	SupV - Airplane	120	0
			SupV - Complaint - Other Employee	1	24.0
			SupV - Helicopter	42	0
			SupV - Thank You from Constituent	15	0
		Supervisor's Office		178	0.1
		Supervisor's Office		179	0.1
PORT WASHINGTON			640	0.9	
PORT WASHINGTON NORTH	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	2.0
		Street Lighting District		1	2.0
	Department of Public Works			1	2.0



# Town of North Hempstead Service Requests via 311 - by Community

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days
PORT WASHINGTON NORTH	Project Independence	Project Independence	PI - Health and Mental Health	1	0
			PI - Membership Registration	1	0
			PI - Taxi Service	26	0
			PI - Taxi Service Cancellation	1	0
		Project Independence			29
	Project Independence			29	0
	Solid Waste Management	Solid Waste Management	SWMA - Garbage Not Picked Up	1	3.0
		Solid Waste Management			1
	Solid Waste Management			1	3.0
	Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	1	0
		Supervisor's Office			1
	Supervisor's Office			1	0
PORT WASHINGTON NORTH				32	0.2
PORT WASHINGTONPORT WASHINGTON	Department of Public Safety	Code Enforcement	Code - Property Maintenance	1	0
		Code Enforcement			1
	Department of Public Safety			1	0
PORT WASHINGTONPORT WASHINGTON				1	0
PORT WASHINHTON	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence			1
	Project Independence			1	0
PORT WASHINHTON				1	0
PORTWASHINGTON	Adminstrative Services	Adminstrative Services	Adm Svc - PW Parking - Broken Meter	1	0
		Adminstrative Services			1
	Adminstrative Services			1	0
	Department of Public Works	Highway Department	Hwy - Sprinkler Damage	1	2.0
		Highway Department			1
	Department of Public Works			1	2.0
	Project Independence	Project Independence	PI - Taxi Service	2	0
		Project Independence			2
	Project Independence			2	0
PORTWASHINGTON				4	0.5
PT WASHINGTO	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	2.0
		Street Lighting District			1
	Department of Public Works			1	2.0
PT WASHINGTO				1	2.0
PT WASHINGTON	Department of Public Works	Street Lighting District	Street Light - Mark Out	3	3.0
		Street Lighting District			3
	Department of Public Works			3	3.0
PT WASHINGTON				3	3.0

# Town of North Hempstead Service Requests via 311 - by Community

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City	Department Description	Group Description	Type Description	Count	Response Days
ROSLYN	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	4	0
		Cat Shelter		4	0
		Department of Public Safety		4	0
	Department of Public Works	Highway Department	Hwy - Grass Cut / Mow	1	1.0
			Hwy - Street Sign - Repair / Replace	2	1.5
			Hwy - Tree Planting	1	0
			Hwy - Tree Trimming / Removal Inspection	1	0
		Highway Department		5	0.8
		Street Lighting District	Street Light - Mark Out	1	6.0
		Street Lighting District		1	6.0
		Department of Public Works		6	1.7
	Planning and Building Department	Building Department	Bldg - Application Status	1	13.0
			Bldg - Housing Complaint	1	4.0
			Bldg - Illegal Housing	1	0
			Bldg - Suspect Work Without a Permit	1	5.0
		Building Department		4	5.5
		Planning Department	Planning - Questions needing Answers	1	1.0
		Planning Department		1	1.0
	Planning and Building Department		5	4.6	
	Project Independence	Project Independence	PI - Health and Mental Health	2	0.5
			PI - Membership Registration	1	0
			PI - Program Registration	2	1.5
			PI - Taxi Service	10	0.1
			PI - Taxi Service Cancellation	3	0
		Project Independence		18	0.3
		Project Independence		18	0.3
	Supervisor's Office	Supervisor's Office	SupV - Helicopter	1	0
		Supervisor's Office		1	0
		Supervisor's Office		1	0
	ROSLYN				34
ROSLYN ESTATES	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0
		Inter Municipal Affairs		1	0
		Inter Municipal Affairs		1	0
	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
		Project Independence		1	0

# Town of North Hempstead Service Requests via 311 - by Community

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days
ROSLYN ESTATES	Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0
			SupV - Helicopter	1	0
		Supervisor's Office		2	0
	Supervisor's Office			2	0
ROSLYN ESTATES				4	0
ROSLYN HARBOR	Department of Public Safety	Animal Shelter	Animal Sh - Menacing or Harrassing Dog	1	20.0
		Animal Shelter		1	20.0
	Department of Public Safety			1	20.0
	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
ROSLYN HARBOR				2	10.0
ROSLYN HEIGHTS	Adminstrative Services	Adminstrative Services	Adm Svc - Green Team	1	6.0
		Adminstrative Services		1	6.0
	Adminstrative Services			1	6.0
	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	1.0
		Animal Shelter		1	1.0
		Cat Shelter	Cat Shelter - Feral Cats	3	0
		Cat Shelter		3	0
		Code Enforcement	Code - After Hours/Weekend Construction	1	0
			Code - Commercial Vehicle stored on Residential Property	1	6.0
			Code - Court	1	0
			Code - Fence	1	0
			Code - Litter	1	0
			Code - Miscellaneous	2	0.5
			Code - Overgrown Vegetation	8	5.1
			Code - Property Maintenance	3	4.0
			Code - Sidewalk Obstruction	2	5.0
			Code - Water Flow / Accumulation	1	0
		Code Enforcement		21	3.3
	Department of Public Safety			25	2.8
	Department of Public Works	Highway Department	Hwy - Bee's Nest Removal	1	0
			Hwy - Catch Basin	4	3.5
			Hwy - Dead Animal Pickup	1	5.0
			Hwy - Grass Cut / Mow	1	0
			Hwy - Miscellaneous	3	9.7
			Hwy - Pothole	2	1.5
			Hwy - Street Drainage / Flooding	3	0
			Hwy - Street Painting	1	0
			Hwy - Street Sign - New Request	2	0.5

# Town of North Hempstead Service Requests via 311 - by Community

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
ROSLYN HEIGHTS	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	5	4.6	
			Hwy - Tree Branch / Debris Pickup	1	2.0	
			Hwy - Tree Stump Removal	1	0	
			Hwy - Tree Trimming / Removal Inspection	7	0.6	
		Highway Department			32	2.5
		Street Lighting District	Street Light - Cycles On / Off	1	5.0	
			Street Light - Light Out (Single)	7	2.7	
			Street Light - Lights Out (Multiple)	2	7.0	
			Street Light - Mark Out	20	3.9	
			Street Light - On During Day	2	0	
			Street Light - Pole Problem	1	1.0	
		Street Lighting District			33	3.5
		Department of Public Works			65	3.0
		Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	3	1.3
			Inter Municipal Affairs			3
	Inter Municipal Affairs			3	1.3	
	Planning and Building Department	Building Department	Bldg - Application Status	4	1.2	
			Bldg - Certificate Status	1	0	
			Bldg - From Transfer	1	0	
			Bldg - Retaining Wall	1	0	
			Bldg - Suspect Work Without a Permit	3	0.3	
		Building Department			10	0.6
	Planning and Building Department			10	0.6	
	Project Independence	Project Independence	PI - Household Maintenance	1	0	
			PI - Membership Registration	4	0	
			PI - Miscellaneous	2	0	
			PI - Taxi Service	46	0	
			PI - Taxi Service Cancellation	1	0	
			PI - Transportation/Mobility Mgmt Info	1	5.0	
		Project Independence			55	0.1
	Project Independence			55	0.1	
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	6	0.2	
			SWMA - Garbage Not Picked Up	1	0	
		Solid Waste Management			7	0.1
		Sustainability Department	SWMA - Compost	3	4.0	
			SWMA - Long Island Green Homes	2	7.5	
			SWMA - Rain Barrel	2	3.5	
		Sustainability Department			7	4.9
	Solid Waste Management			14	2.5	

# Town of North Hempstead Service Requests via 311 - by Community

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days
ROSLYN HEIGHTS	Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0
			SupV - Thank You from Constituent	2	0
		Supervisor's Office		3	0
	Supervisor's Office			3	0
ROSLYN HEIGHTS				176	1.8
ROSLYN HEIGTS	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
ROSLYN HEIIGTS				1	0
ROSLYN HIGHTS	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
ROSLYN HIGHTS				1	0
ROSYLN HEIGHT	Department of Public Works	Highway Department	Hwy - Tree Planting	1	0
		Highway Department		1	0
	Department of Public Works			1	0
ROSYLN HEIGHT				1	0
RUSSELL GARDENS	Project Independence	Project Independence	PI - Taxi Service	8	0
		Project Independence		8	0
	Project Independence			8	0
RUSSELL GARDENS				8	0
Roslyn Heights	Planning and Building Department	Building Department	Bldg - Illegal Housing	1	0
		Building Department		1	0
	Planning and Building Department			1	0
Roslyn Heights				1	0
SADDLE ROCK	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	0
		Animal Shelter		1	0
		Cat Shelter	Cat Shelter - Feral Cats	1	0
		Cat Shelter		1	0
	Department of Public Safety			2	0
	Department of Public Works	Street Lighting District	Street Light - Lights Out (Multiple)	1	0
			Street Light - Mark Out	1	1.0
		Street Lighting District		2	0.5
	Department of Public Works			2	0.5
	Project Independence	Project Independence	PI - Taxi Service	3	0
Project Independence		3	0		
Project Independence			3	0	
SADDLE ROCK				7	0.1

# **Town of North Hempstead Service Requests via 311 - by Community**

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
SANDS POINT	Project Independence	Project Independence	PI - Taxi Service	1	0	
		Project Independence		1	0	
	Project Independence			1	0	
	Supervisor's Office		6	0		
	Supervisor's Office			6	0	
	SANDS POINT				7	0
SEARINGTOWN	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	1	0	
		Cat Shelter		1	0	
		Code Enforcement	Code - Overgrown Vegetation	1	0	
			Code - Property Maintenance	2	3.0	
		Code Enforcement		3	2.0	
	Department of Public Safety			4	1.5	
	Department of Public Works	Highway Department	Hwy - Catch Basin	2	9.5	
			Hwy - Curb Repair	1	0	
			Hwy - Dead Animal Pickup	2	1.0	
			Hwy - Grass Cut / Mow	3	0	
			Hwy - Miscellaneous	6	2.3	
			Hwy - Pothole	1	6.0	
			Hwy - Street Sign - Repair / Replace	2	0	
			Hwy - Tree Branch / Debris Pickup	1	4.0	
			Hwy - Tree Trimming / Removal Inspection	5	0	
		Highway Department		23	2.0	
		Street Lighting District	Street Light - Fixture Problem	1	11.0	
			Street Light - Light Out (Single)	7	1.6	
			Street Light - Lights Out (Multiple)	1	0	
			Street Light - Mark Out	8	4.4	
		Street Lighting District		17	3.4	
		Department of Public Works			40	2.6
		Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0
	Inter Municipal Affairs		1	0		
	Inter Municipal Affairs			1	0	
	Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	1	1.0	
		Parks and Recreation Department		1	1.0	
	Parks and Recreation Department			1	1.0	
	Planning and Building Department	Building Department	Bldg - Application Status	1	5.0	
			Bldg - Retaining Wall	1	0	
		Building Department		2	2.5	
	Planning and Building Department			2	2.5	
	Project Independence	Project Independence	PI - Call Back Request	1	0	

# Town of North Hempstead Service Requests via 311 - by Community

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days
SEARINGTOWN	Project Independence	Project Independence	PI - Food and Hunger	1	5.0
			PI - Membership Registration	3	0
			PI - Taxi Service	6	0
		Project Independence			11
	Project Independence			11	0.5
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	3	1.3
			SWMA - Garbage Not Picked Up	1	3.0
		Solid Waste Management			4
	Solid Waste Management			4	1.8
	Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	1	0
		Supervisor's Office			1
	Supervisor's Office			1	0
SEARINGTOWN				64	2.0
SERINGTOWN	Department of Public Works	Highway Department	Hwy - Tree Trimming / Removal Inspection	1	1.0
		Highway Department			1
	Department of Public Works			1	1.0
SERINGTOWN				1	1.0
THOMASTON	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	3.0
		Street Lighting District			1
	Department of Public Works			1	3.0
	Project Independence	Project Independence	PI - Health and Mental Health	1	0
			PI - Membership Registration	1	0
			PI - Taxi Service	2	0
		Project Independence			4
	Project Independence			4	0
	Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0
		Supervisor's Office			1
	Supervisor's Office			1	0
THOMASTON				6	0.5
UNIVERSITY GARDENS	Department of Public Safety	Code Enforcement	Code - Overgrown Vegetation	1	0
			Code - Property Maintenance	1	9.0
		Code Enforcement			2
	Department of Public Safety			2	4.5
	Department of Public Works	Highway Department	Hwy - Catch Basin	1	3.0
			Hwy - Curb Repair	1	0
			Hwy - Street Sweeping / Cleaning	1	5.0
			Hwy - Tree Planting	2	0
			Hwy - Tree Trimming / Removal Inspection	2	0
		Highway Department			7

# Town of North Hempstead Service Requests via 311 - by Community

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days
UNIVERSITY GARDENS	Department of Public Works	Street Lighting District	Street Light - Mark Out	2	4.5
			Street Light - On During Day	1	6.0
		Street Lighting District		3	5.0
	Department of Public Works			10	2.3
	Project Independence	Project Independence	PI - Taxi Service	4	0
		Project Independence		4	0
	Project Independence			4	0
	Solid Waste Management	Sustainability Department	SWMA - Compost	1	2.0
		Sustainability Department		1	2.0
	Solid Waste Management			1	2.0
	Supervisor's Office	Supervisor's Office	SupV - Complaint - Other Employee	1	20.0
		Supervisor's Office		1	20.0
	Supervisor's Office			1	20.0
UNIVERSITY GARDENS				18	3.0
WANTAGH	Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0
		Supervisor's Office		1	0
	Supervisor's Office			1	0
WANTAGH				1	0
WESTBURY	Community Services	Community Services	CommSvc - Bus Pickup Cancel	4	0.5
		Community Services		4	0.5
	Community Services			4	0.5
	Department of Public Safety	Animal Shelter	Animal Sh - Menacing or Harrassing Dog	1	0
		Animal Shelter		1	0
		Cat Shelter	Cat Shelter - Feral Cats	1	0
		Cat Shelter		1	0
		Code Enforcement	Code - Court	1	0
			Code - Miscellaneous	3	2.3
			Code - No Plates / Inoperable Vehicle	1	7.0
			Code - Noise	1	11.0
			Code - Overgrown Vegetation	2	0
			Code - Property Maintenance	1	1.0
			Code - Unlawful Property Use	1	13.0
			Code Enforcement		10
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	0
		Parking Enforcement		1	0
	Department of Public Safety			13	3.0
	Department of Public Works	Highway Department	Hwy - Catch Basin	1	0
			Hwy - Pothole	1	7.0
			Hwy - Street Drainage / Flooding	2	1.0



# Town of North Hempstead Service Requests via 311 - by Community

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days
WESTBURY	Department of Public Works	Highway Department	Hwy - Street Sweeping / Cleaning	1	5.0
			Hwy - Tree Trimming / Removal Inspection	2	0
		Highway Department		7	2.0
		Street Lighting District	Street Light - Light Out (Single)	3	2.3
			Street Light - Mark Out	3	2.0
		Street Lighting District		6	2.2
	Department of Public Works			13	2.1
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	2	0.5
			OIC - Inter Municipal SR	3	0
		Inter Municipal Affairs		5	0.2
	Inter Municipal Affairs			5	0.2
	Planning and Building Department	Building Department	Bldg - Suspect Work Without a Permit	1	0
		Building Department		1	0
	Planning and Building Department			1	0
	Project Independence	Project Independence	PI - Call Back Request	1	0
			PI - Health and Mental Health	1	0
			PI - Membership Registration	4	0
			PI - Miscellaneous	1	0
			PI - Taxi Service	24	0
			PI - Taxi Service Cancellation	2	0
			PI - Transportation/Mobility Mgmt Info	1	1.0
		Project Independence		34	0.0
	Project Independence			34	0.0
	Solid Waste Management	Solid Waste Management	SWMA - From Transfer	1	4.0
			Solid Waste Management		1
		Sustainability Department	SWMA - Compost	1	0
		Sustainability Department		1	0
	Solid Waste Management			2	2.0
	Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	4	0
		Supervisor's Office		4	0
	Supervisor's Office			4	0
WESTBURY				76	1.0
WILLISTON PAKE	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0
		Inter Municipal Affairs		1	0
	Inter Municipal Affairs			1	0
WILLISTON PAKE				1	0
WILLISTON PARK	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	0
		Animal Shelter		1	0

# Town of North Hempstead Service Requests via 311 - by Community

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days
WILLISTON PARK	Department of Public Safety	Code Enforcement	Code - Property Maintenance	1	0
		Code Enforcement		1	0
		Department of Public Safety			2
	Department of Public Works	Highway Department	Hwy - Miscellaneous	2	0
			Hwy - Street Drainage / Flooding	1	0
			Hwy - Tree Branch / Debris Pickup	3	0.7
			Hwy - Tree Trimming / Removal Inspection	4	0.5
		Highway Department		10	0.4
		Street Lighting District	Street Light - Mark Out	1	6.0
		Street Lighting District		1	6.0
		Department of Public Works			11
	Project Independence	Project Independence	PI - Call Back Request	1	0
			PI - Caregiver Support	1	1.0
			PI - Household Maintenance	1	1.0
			PI - Membership Registration	7	0
			PI - Miscellaneous	1	1.0
			PI - Program Registration	3	1.3
			PI - Taxi Service	50	0
			PI - Taxi Service Cancellation	2	0
			PI - Taxi Service Complaint	1	1.0
		Project Independence		67	0.1
	Project Independence			67	0.1
	Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0
			SupV - Helicopter	1	0
		Supervisor's Office		2	0
	Supervisor's Office			2	0
WILLISTON PARK				82	0.2
albertson	Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	1	2.0
			Street Light - Lights Out (Multiple)	1	8.0
		Street Lighting District		2	5.0
	Department of Public Works			2	5.0
albertson				2	5.0
carle place	Department of Public Works	Street Lighting District	Street Light - Lights Out (Multiple)	1	0
		Street Lighting District		1	0
	Department of Public Works			1	0
carle place				1	0

# Town of North Hempstead Service Requests via 311 - by Community

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days
great Neck	Project Independence	Project Independence	PI - Transportation/Mobility Mgmt Info	1	0
		Project Independence		1	0
	Project Independence			1	0
great Neck				1	0
great neck	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	0
		Highway Department		1	0
	Department of Public Works			1	0
	Project Independence	Project Independence	PI - Membership Registration	1	0
		Project Independence		1	0
Project Independence			1	0	
great neck				2	0
great neck	Department of Public Works	Street Lighting District	Street Light - Lights Out (Multiple)	1	0
		Street Lighting District		1	0
	Department of Public Works			1	0
great neck				1	0
herricks	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	0
		Highway Department		1	0
	Department of Public Works			1	0
herricks				1	0
manhasset	Adminstrative Services	Adminstrative Services	Adm Svc - Green Team	1	7.0
		Adminstrative Services		1	7.0
	Adminstrative Services			1	7.0
	Department of Public Safety	Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	0
		Parking Enforcement		1	0
Department of Public Safety			1	0	
manhasset				2	3.5
mineola	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
mineola				1	0
north NEW HYDE PARK	Department of Public Works	Street Lighting District	Street Light - On During Day	1	11.0
		Street Lighting District		1	11.0
	Department of Public Works			1	11.0
north NEW HYDE PARK				1	11.0
north hills	Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0
		Supervisor's Office		1	0
	Supervisor's Office			1	0
north hills				1	0

# Town of North Hempstead Service Requests via 311 - by Community

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
port washington	Department of Public Works	Highway Department	Hwy - Miscellaneous	1	1.0	
			Hwy - Pothole	1	0	
			Hwy - Pothole Filled Without Request	6	0	
		Highway Department			8	0.1
		Street Lighting District	Street Light - Light Out (Single)	2	3.5	
			Street Light - Mark Out	1	6.0	
		Street Lighting District			3	4.3
		Department of Public Works			11	1.3
port washington				11	1.3	
port washington	Department of Public Works	Highway Department	Hwy - Pothole Filled Without Request	1	0	
		Highway Department			1	0
	Department of Public Works			1	0	
port washington				1	0	
roslyn	Project Independence	Project Independence	PI - Program Registration	2	0.5	
		Project Independence			2	0.5
	Project Independence			2	0.5	
roslyn				2	0.5	
	Community Services	Community Services	CommSvc - Misc SR	2	6.5	
		Community Services			2	6.5
	Community Services			2	6.5	
	Department of Public Safety	Animal Shelter	Animal Sh - Dog Adoption	30	0	
			Animal Sh - Lost Animal	1	1.0	
			Animal Sh - Surrender a dog	1	0	
			Animal Sh - Unleashed - Stray Dog	1	0	
		Animal Shelter			33	0.0
		Cat Shelter	Cat Shelter - Call Back	23	1.6	
		Cat Shelter			23	1.6
		Code Enforcement	Code - Call Back Request	44	1.9	
			Code - Commercial Vehicle stored on Residential Property	1	0	
			Code - No Plates / Inoperable Vehicle	1	0	
			Code - Property Violations Search	172	4.9	
			Code - Water Flow / Accumulation	1	1.0	
		Code Enforcement			219	4.3
		Parking Enforcement	Prkg Enfrc - Call Back Request	4	0.8	
			Prkg Enfrc - Commercial Parking	2	0.5	
			Prkg Enfrc - Parking Violations Complaint	1	3.0	
		Parking Enforcement			7	1.0
	Department of Public Safety			282	3.5	
	Department of Public Works	Department of Public Works	DPW - Road Project	1	0	
		Department of Public Works			1	0

# Town of North Hempstead Service Requests via 311 - by Community

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days
	Department of Public Works	Highway Department	Hwy - Call Back Request	16	3.1
			Hwy - Cemetery Maintenance	1	7.0
			Hwy - Dead Animal Pickup	1	1.0
			Hwy - Grass Cut / Mow	2	3.5
			Hwy - Informational	6	0
			Hwy - Miscellaneous	1	2.0
			Hwy - Permits / Road Opening Application Request	2	2.0
			Hwy - Tree Branch / Debris Pickup	1	1.0
			Hwy - Tree Trimming / Removal Inspection	3	6.7
		Highway Department		33	2.8
		Street Lighting District	Street Light - Mark Out	2	4.0
		Street Lighting District		2	4.0
	Department of Public Works			36	2.8
	Human Resources and Finance	Human Resources and Finance	HR - Call Back Request	9	0
			HR - Medical and Insurance Benefits	5	0.4
			HR - Misc SR	5	2.6
			HR - Personnel and Employment	3	0.7
			HR - Worker's Compensation	1	4.0
	Human Resources and Finance			23	0.9
	Human Resources and Finance			23	0.9
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	3	0
		Inter Municipal Affairs		3	0
	Inter Municipal Affairs			3	0
	Parks and Recreation Department	Parks and Recreation Department	Park - Call Back Request	1	0
			Park - From Transfer	1	1.0
			Park - Miscellaneous	1	2.0
			Park - Park Facilities Maintenance	27	1.3
			Park - Park Lights	1	1.0
			Park - Park Permit Application Request	18	0.3
			Park - Park and Recreation Literature Request	21	0.1
		Parks and Recreation Department		70	0.7
	Parks and Recreation Department			70	0.7
	Planning and Building Department	Board of Zoning Appeals	BZA - Questions needing Answers	1	2.0
		Board of Zoning Appeals		1	2.0
		Building Department	Bldg - Application Status	1	4.0
			Bldg - Call Back	24	2.0
			Bldg - Construction Complaint	1	0
			Bldg - General Question Needs Answers	55	7.9

# Town of North Hempstead Service Requests via 311 - by Community

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
	Planning and Building Department	Building Department	Bldg - Inspection Request	1	0	
			Bldg - Permit Question Needs Answers	6	6.2	
		Building Department			88	5.9
		Planning Department	Planning - Call Back Request	1	2.0	
			Planning - Questions needing Answers	1	3.0	
		Planning Department			2	2.5
		Planning and Building Department			91	5.8
	Project Independence	Project Independence	PI - Call Back Request	1	22.0	
			PI - Membership Registration	1	0	
			PI - Miscellaneous	2	0.5	
			PI - Taxi Service	9	0	
			PI - Taxi Service Cancellation	1	0	
		Project Independence			14	1.6
	Project Independence			14	1.6	
	Solid Waste Management	Solid Waste Management	SWMA - Call Back	16	0.9	
			Solid Waste Management			16
		Sustainability Department	SWMA - Rain Barrel	1	1.0	
			SWMA - Recycling / STOP Call Back	1	0	
		Sustainability Department			2	0.5
	Solid Waste Management			18	0.9	
	Supervisor's Office	311 Call Center	311 - SR Constituent Follow-up	71	0	
			311 Call Center			71
		Supervisor's Office	SupV - Complaint - Other Employee	1	20.0	
			SupV - Helicopter Nassau	3	0	
			SupV - Thank You from Constituent	2	0	
		Supervisor's Office			6	3.3
	Supervisor's Office			77	0.3	
	Town Clerk	Town Clerk	Town Clerk - Birth Certificate	254	0	
			Town Clerk - Block Party Application	10	0	
			Town Clerk - Certificate of Existence	1	0	
			Town Clerk - Contracts & Bids	1	0	
			Town Clerk - Death Certificate	109	0	
			Town Clerk - Dog License	67	0	
			Town Clerk - Domestic Partnership	4	0	
			Town Clerk - Events and Scheduling	1	0	
			Town Clerk - Filming Permit	8	0	
			Town Clerk - Fishing License	3	0	
			Town Clerk - Going Out of Business	2	0	
			Town Clerk - Hunting License	10	0	
			Town Clerk - Landscaping License	1	0	

# **Town of North Hempstead Service Requests via 311 - by Community**

August 2012

City	Department Description	Group Description	Type Description	Count	Response Days
	Town Clerk	Town Clerk	Town Clerk - Marriage Certificate	50	0
			Town Clerk - Marriage License	104	0
			Town Clerk - Miscellaneous	66	0
			Town Clerk - Parking Restrictions Removal Request	13	0
			Town Clerk - Peddler License	6	0
			Town Clerk - Secondhand Dealer License	2	0
			Town Clerk - Solid Waste Management License	1	0
			Town Clerk - Taxi and Limousine License	9	0
			Town Clerk - Tow Truck License	10	0
			Town Clerk - Town Board Questions	1	0
			Town Clerk - Waterways	2	0
		<b>Town Clerk</b>		<b>735</b>	<b>0</b>
	<b>Town Clerk</b>			<b>735</b>	<b>0</b>
				<b>1,351</b>	<b>1.3</b>
<b>Summary</b>				<b>5,212</b>	<b>1.3</b>